

DTS Enterprise Incident Report

As of 8/1/2011

Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Top Number - Total Incidents Bottom Number - First Contact Resolution | | |
|----------------------------|--|-----|-----------|
| | High | Low | FCR Total |
| Alcoholic Beverage Control | 1 | 50 | 51 |
| | 0 | 44 | 44 |
| Customer Company Total | 1 | 50 | 51 |
| | 0 | 44 | 44 |

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

| Customer Company | High | Low | MIR Total |
|----------------------------|--------|---------|-----------|
| Alcoholic Beverage Control | 1 0 | 50 0 | 51 0 |
| Customer Company Total | 1 0 | 50 0 | 51 0 |

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

| Customer Company | High | Low | ATTIR Total |
|-------------------------------|-----------|------------|-------------|
| Alcoholic Beverage Control | 1 0.48 | 50 0.06 | 51 0.06 |
| Customer Company Total | 1 0.48 | 50 0.06 | 51 0.06 |

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

| Customer Company | High | Low | MR Total |
|----------------------------|--------|---------|----------|
| Alcoholic Beverage Control | 1 0 | 50 1 | 51 1 |
| Customer Company Total | 1 0 | 50 1 | 51 1 |

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

| Customer Company | High | Low | ATTR Total |
|----------------------------|-----------|------------|------------|
| Alcoholic Beverage Control | 1 1.36 | 50 0.67 | 51 0.69 |
| Customer Company Total | 1 1.36 | 50 0.67 | 51 0.69 |

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Detail

| | | | | | | | | |
|------------------------|--|-------------------------------------|---|------------------------------------|--------|----------------------------------|--------------|--------------|
| INC000000340245 | Liquor Store 08 Voice Operations | None Julie Sabato | None Alcoholic Beverage Control | None High | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.48 1.36 |
| INC000000340819 | Marjean Short Metro D Desktop Support | Application Greg Clawson | Password Alcoholic Beverage Control | Novell eDirectory Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000341161 | Liquor Store 17 Metro D Desktop Support | Print/Copy/Scan/Fax Greg Clawson | Incident Alcoholic Beverage Control | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000341310 | Liquor Store 39 Metro D Desktop Support | Application Greg Clawson | Reporting Alcoholic Beverage Control | Triversity Point-of-Sale Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000341312 | Liquor Store 24 Metro D Desktop Support | Application Greg Clawson | Reporting Alcoholic Beverage Control | Triversity Point-of-Sale Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000341796 | Earl F Dorius Metro D Desktop Support | Network Rod Tucker | None Alcoholic Beverage Control | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000341797 | Liquor Store 44 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000341798 | Liquor Store 43 Metro D Desktop Support | EIS Hardware Rod Tucker | None Alcoholic Beverage Control | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000341879 | Liquor Store 36 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000342403 | Liquor Store 29 Metro D Desktop Support | Application Greg Clawson | Reporting Alcoholic Beverage Control | Triversity Point-of-Sale Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000342409 | Liquor Store 41 Metro D Desktop Support | Application Greg Clawson | Error Alcoholic Beverage Control | Triversity Point-of-Sale Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000342414 | Liquor Store 27 Metro D Desktop Support | Application Greg Clawson | Error Alcoholic Beverage Control | Triversity Point-of-Sale Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000342891 | Bruce Call Metro C Help Desk | Application Cindy Romrell | None Alcoholic Beverage Control | Utah Drivers License System Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000342999 | Gary Steinburg Voice/Data/WAN Services | Telecom Greg Blessing | Dial Tone Alcoholic Beverage Control | Telephone Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.54 1.06 |
| INC000000343065 | Liquor Store 02 Metro D Desktop Support | Application Greg Clawson | Reporting Alcoholic Beverage Control | Triversity Point-of-Sale Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000343078 | Liquor Store 45 Metro D Desktop Support | Application Greg Clawson | Error Alcoholic Beverage Control | Triversity Point-of-Sale Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |

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|------------------------|--|---------------------------------|--|---|----------|-----------------------------------|--------------|---------------|
| INC000000343458 | Liquor Store 02 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000344098 | Leonard Langford Application Services | Mobile Devices Danielle Hood | Error Alcoholic Beverage Control | Droid Low | Closed | TIR Missed: No TTR Missed: Yes | TIR: TTR: | 0.81 23.48 |
| INC000000345314 | Tammy Bolte Help Desk | Network James Stearns | Incident Alcoholic Beverage Control | Novell Client for 32-bit Windows Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000345792 | Liquor Store 13 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000346076 | Liquor Store 02 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000346077 | Liquor Store 08 Metro D Desktop Support | EIS Hardware Rod Tucker | None Alcoholic Beverage Control | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000346080 | Liquor Store 01 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347785 | Liquor Store 30 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347787 | Liquor Store 36 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347789 | Liquor Store 35 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347792 | Liquor Store 26 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347793 | Liquor Store 45 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347797 | Liquor Store 31 Metro D Desktop Support | EIS Hardware Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347801 | Liquor Store 13 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347804 | Liquor Store 25 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347806 | Liquor Store 19 Metro D Desktop Support | EIS Hardware Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347808 | Liquor Store 23 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |

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|------------------------|--|-----------------------------------|--|------------------------------|----------|----------------------------------|--------------|--------------|
| INC000000347810 | Liquor Store 21 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347812 | Liquor Store 44 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347813 | Liquor Store 14 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347814 | Liquor Store 18 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347815 | Liquor Store 23 Metro D Desktop Support | EIS Hardware Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000347816 | Liquor Store 06 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000348825 | Liquor Store 04 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000348827 | Liquor Store 01 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000350587 | Penny Hulse Metro D Desktop Support | Print/Copy/Scan/Fax Rod Tucker | Incident Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.31 0.31 |
| INC000000350648 | Penny Hulse Metro D Desktop Support | Print/Copy/Scan/Fax Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.89 0.89 |
| INC000000350710 | Bonnie Healey Metro D Desktop Support | Application Kevin Perry | Error Alcoholic Beverage Control | Escalate Retail (ERP) Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 1.15 |
| INC000000350751 | Liquor Store 04 Metro D Desktop Support | None Kevin Perry | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.59 |
| INC000000350754 | Liquor Store 33 Metro D Desktop Support | None Kevin Perry | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 5.95 |
| INC000000350970 | Liquor Store 31 Metro D Desktop Support | EIS Hardware Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000353540 | Liquor Store 03 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000353543 | Liquor Store 03 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000353546 | Liquor Store 07 Metro D Desktop Support | Application Rod Tucker | None Alcoholic Beverage Control | None Low | Resolved | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |

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| | | | | | | | | |
|------------------------|-------------------------|------------|----------------------------|------|----------|----------------|------|------|
| INC000000355025 | Marjean Short | PC/Laptop | Error | None | | TIR Missed: No | TIR: | 0.29 |
| | Metro D Desktop Support | Rod Tucker | Alcoholic Beverage Control | Low | Resolved | TTR Missed: No | TTR: | 0.29 |